

program³⁴ (Exh. DTE-SETB 1-4(b)). Additionally, there are 11 contract employees to support the equipment upgrade project, of which four are planned hires³⁵ (id.).

In addition to the salary expense, SETB Administration and Program annual expenses also include various expenses,³⁶ capital projects, consulting, training, public education, disability/quality assurance/TTY, and interpretive services, totaling approximately \$1.55 million (see Exh. DTE-SETB 1-4(c), Att.). After salaries, the SETB Administration and Programs expenses related to the equipment upgrade project and the associated training are the biggest cost contributors, roughly \$1.06 million (see id.). Indeed, the equipment upgrade training alone is a significant undertaking: SETB anticipates training 7,770 call-takers, dispatchers and administrators by December 31, 2007 (Exh. DTE-SETB 1-4(d), Att. at Proposed Training and Public Education Budget for FY 2007, Assumptions). SETB is responsible for training PSAP call-takers and dispatchers on equipment use and other procedures. SETB has provided documentation to support its Administration and Programs

³⁴ The 13 positions are Executive Director, Deputy Director, General Counsel, Programs Director, Finance Director, Systems Manager, Training and Disability Access Programs Manager, Public Education Program Coordinator, Fiscal Coordinator, Revenue Specialist, Executive Assistant and two Program Assistants (Exh. DTE-SETB 1-4(b)).

³⁵ The contract positions for the equipment upgrade include four Systems Analysts, four E911 Trainers, a Project Coordinator, a part-time Programs Assistant and a part-time Systems Advisor (Exh. DTE-SETB 1-4(b)).

³⁶ These expenses include building maintenance and upgrade, utilities, vehicle leases and maintenance, janitorial, office supplies, travel reimbursements and IT/Telephone Services (Exh. DTE-1-4(c), Att.).

expenses to the Department and we determine that these projected expenses would be prudently-incurred (see Exh. DTE-SETB 1-4(c), Att.; Exh. DTE-SETB 1-4(d), Att.)

b. MCC Training Fund

SETB proposes that these funds be made available to PSAPs or municipalities to spend on E911 training activities to relieve the financial burden experienced by PSAPs in sending their call-takers and dispatchers to training as well as to provide greater training opportunities to the PSAPs. SETB argues that these funds would be used only to reimburse the municipalities' costs to send the call-takers and dispatchers to training. But Verizon argues that the MCC Training Fund is supplemental to operational training and therefore should not be considered a prudently incurred expense.

The 21-member board³⁷ of SETB voted in favor of establishing the MCC Training Fund. The Legislature has vested SETB with the authority to coordinate and effect the

³⁷

The board members include the secretary of public safety; the director of the office of consumer affairs and business regulation; the director of the Massachusetts emergency management agency and office of emergency preparedness; the chief information officer of the information technology division; the state fire marshal; the colonel of state police and the police commissioner of the city of Boston; the executive director of the state office of handicapped affairs; and thirteen members appointed by the governor including three representatives of the Massachusetts Chiefs of Police Association, three representatives of the Massachusetts Fire Chiefs Association, a representative of the Massachusetts Emergency Medical Care Advisory Board, a representative of the Massachusetts Police Association, a representative of the Professional Fire Fighters of Massachusetts, a representative of the Massachusetts Municipal Association, a representative of the interests of the vision impaired, a representative of the interests of the hearing impaired, and a representative of the interests of the mobility impaired. See G.L. c. 6A, §18B(a).

implementation of E911 service, and to administer such service in the Commonwealth.³⁸ The Department has held that SETB has sole statutory authority to determine the types of equipment, training and support for which expenditures are necessary. See E911 Interim Surcharge Order at 15; see also Order Adopting Final Regulations at 6-7. We determine that the administration of E911 service in the Commonwealth incorporates SETB's authority to set aside a portion of surcharge revenues for the specific purpose of reimbursing municipalities for costs associated with sending 911 call-takers and dispatchers to training. While the proposed training fund for FY 2007 is over \$1.8 million, more than 270 PSAPs are potentially eligible to receive these funds. We note that 16 hours of equipment training for all call-takers and dispatchers in the 270-plus PSAPs across the Commonwealth are required due to the equipment upgrade alone (Tr. at 31). The funds would be provided by SETB directly to the municipalities to cover expenses related to the additional training required by the equipment upgrade (e.g., salaries while training, travel expenses to training courses, backfill costs while an E911 call-taker or dispatcher is at training) (SETB Reply Brief at 1-2, citing Tr. at 32-33, 92, 94-97). Accordingly, we determine that the proposed MCC Training Fund would be a prudently incurred expense and approve it. Furthermore, approval of the MCC Training Fund would not shift significantly the percentage of E911 expenditures borne by municipalities to the state. Municipalities would continue to bear the responsibility for a majority of the costs for provisioning E911 services (Tr. at 100-101; RR-DTE-15).

³⁸See G.L. c. 6A, § 18B(b).

Notwithstanding our approval of the MCC Training Fund, we require SETB to submit, for the Department's review, SETB's final guidelines and criteria for PSAP eligibility for monies from the MCC Training Fund (see Tr. at 95-97). Additionally, we require SETB to file with the Telecommunications Division of the Department, by July 1, 2007, a report as to the status of the MCC Training Fund. This report shall detail not only the expenditures from the MCC Training Fund, but also an overall assessment of the program. We determine that these steps are necessary to ensure fiscal responsibility in the administration and management of the MCC Training Fund. On a going-forward basis, the Department expects and will ensure, consistent with our responsibility to ratepayers, that SETB will be cautious in any expansion of programs funded through the surcharge.³⁹

c. E911 Services

(1) Recurring Costs

The components of the E911 system, in a nutshell, are the selective routing switches and associated databases, the ALI database system, the network connections (voice and data lines) connecting the PSAPs to those systems, and the CPE at the PSAPs (Exh. DTE-SETB 1-13(a)). Redundancy is built into the selective routing switches as well as the ALI database system (*id.*). The E911 system also includes the DMZ technology to be installed in PSAPs to protect the integrity of the E911 system and the development of mapping data (Tr. at 8-9, 41-42, 54). The recurring costs cover the components of the E911 system as well as maintenance

³⁹ By way of example of the type of resource management the Department hopes that SETB will explore is the possibility to more efficiently utilize new technology on a more regional basis in order to reduce the funding burden on ratepayers.

of these components, and are based upon SETB's contract with Verizon which was entered into in September 2004 (Exh. DTE-SETB 1-14(c)). Without these components, E911 service could not be provisioned. Accordingly, we determine that these expenses are, and will be, prudently incurred.

(2) Non-Recurring Costs

The majority of the non-recurring E911 costs, \$41 million of the projected \$41.36 million, is for the equipment upgrade in FY 2007 and partial FY 2008. Given the host of new and emerging technologies that exist today - VoIP, WiFi, WiMax, to name a few - we have little doubt that a highly sophisticated computer-based system is essential to effectively provision E911 services now and in the future.⁴⁰ We note that the costs of the equipment upgrade to an enhanced computer-based system is based upon SETB's Wireline E911 contract with Verizon which was executed in September 2004, and that this contract was vetted through the RFR process that met all state requirements (Exh. DTE-SETB 1-13(d); SETB Brief at 13). Verizon was the only bidder to the RFR, which included the equipment upgrade, and was awarded the contract (Exh. DTE-SETB 1-13(d); SETB Brief at 13). Accordingly, we determine that the non-recurring costs for the equipment upgrade will be prudently incurred. Similarly, we find the costs of PSAP moves, which are related to the equipment upgrade, and

⁴⁰

The equipment consists of more sophisticated telephone equipment capable of interfacing with 9-1-1 voice and data lines, seamlessly retrieving the location information for the 9-1-1 call-taker, graphical mapping capability, relay services functionality and other new features (see SETB Brief at 12).

the headset costs, which are necessary for sanitary reasons, would also be prudently incurred (Tr. 27-28; Exh. DTE-SETB 1-13(d); SETB Brief at 13).

d. Relay Services and Disability Access Programs

Verizon has been the sole administrator of relay services and disability access programs since 1991 (Exh. DTE-SETB 1-14(a)). The costs of funding the relay center and disability access programs are based upon SETB's contract with Verizon to provide these services through 2007 (*id.*). The contract was executed in 2004 (*id.*). SETB based its costs projections for the relay center and disability access programs on Verizon's estimates (Exh. DTE-SETB 1-14(b)). As noted in the contract, Verizon complied with the procurement process established in G.L. c. 166, § 15E and Verizon filed its Request for Proposals ("RFP") pursuant to the Department's Order in Petition of New England Telephone and Telegraph Company d/b/a Bell Atlantic-Massachusetts for Approval of its Request for Proposals to Provide Dual-Party Relay Service in Massachusetts, D.T.E. 98-73 (1998) (Exh. DTE-SETB 1-14(a), Att. A).

Additionally, on February 2, 2004, the Department approved Verizon's RFP for the equipment supplies and equipment distribution agents (*id.*). Accordingly, we determine that the relay services and other disability access program expenses have been prudently incurred.

e. Deficit Recovery

The prior E911 funding mechanism of directory assistance revenues began operating at an annual deficit in 1995. Vote and Order at 1 (citations omitted). That deficit was estimated at \$43.1 million as of the end of 2002. *Id.* at 1 n.2. As noted earlier, SETB entered into a Settlement Agreement with Verizon on June 21, 2004 to eliminate the deficit (Exh. DTE-

SETB 1-14(d)). The Settlement Agreement provides for payments by SETB of \$303,500 per month from January 1, 2003 through June 30, 2004, and \$607,000 per month thereafter until the deficit is eliminated (*id.* at ¶ 3). As of March 2006, Verizon states that the deficit was \$10,664,035 (Exh. DTE-VZ 1-1). Verizon projects the deficit to be fully recovered in the first quarter of 2007 (Exh. DTE-VZ 1-6). SETB incorporated this projection into its \$0.99 surcharge proposal (RR-DTE-2 Supp., Revised Scenario 2).

To begin, the current surcharge funding mechanism that replaced the prior directory assistance funding mechanism specifically includes an input for deficit recovery. *See* G.L. c. 6A, § 18H; 220 C.M.R. 16.01(4). The concern, however, is whether Verizon's calculation of the deficit, and the corresponding date when the deficit recovery expense will be eliminated, is accurate.

With regard to Verizon's calculation of the deficit, we note that an independent audit was conducted in 2004 to review Verizon's compliance, in calendar years 2000, 2001 and 2002, with Department requirements relating to the reporting of residential directory assistance revenues and of expenditures associated with the deployment of E911 and disability access program expenses (Exh. DTE-1). While the independent accountants found two instances of material noncompliance,⁴¹ the independent accountants overall report states that Verizon complied in all material respects with the requirements in the Department's Order in

⁴¹ Specifically, the independent auditor found that in 2001, the amount reported for directory assistance revenues was overstated by \$876,614 due to a mathematical error, and that, in 2002, the amount reported for directory assistance revenues was intentionally understated by \$876,614 to correct the overstatement that was reported for 2001 (Exh. DTE-1, at Report, ¶ 3; *see also* Tr. at 112-114).

D.P.U. 91-68⁴² for calendar years 2000, 2001 and 2002 (*id.* at Report, ¶ 4). Based upon the independent accountant's report, as well as the fact that Verizon's revenue systems are subject to an annual external audit (*see* Exh. DTE-VZ 1-2), the Department is confident that Verizon's calculation of the level of the deficit, which includes offsets for residential directory assistance revenues, competitive local exchange carrier billing offsets and deficit recovery surcharge revenues, as well as the addition of under-depreciated capital expenditures and interest (*see* Exh. DTE-VZ 1-1) is accurate. While the precise date of when the deficit will be paid off has not been determined, we note that the deficit is offset by directory assistance revenues that Verizon will receive in the future, and which vary monthly, and, accordingly, an exact month and year when the deficit will be paid off can not be determined precisely (Tr. at 110). Nevertheless, based upon Verizon's accounting systems, which are audited annually, and on the independent accountants positive assessment of Verizon's compliance with reporting of directory assistance revenues, we find Verizon's projection of the first quarter of 2007 for the elimination of the deficit is reliable without further review.⁴³

Nor do we find, for the purposes of determining the level of the revised surcharge, a need to determine exactly when the deficit will be fully recovered. Rather, we require Verizon, within 15 days of the date when Verizon determines the deficit to be fully recovered,

⁴² Investigation by the Department on its own motion into the propriety of tariff D.P.U. - Mass. - No. 101 Part A, Section 5, Fifth Revision of Page 81 and Fourth Revision of Page 82, filed with the Department on March 8, 1991, to become effective April 7, 1991, by New England Telephone and Telegraph Company, D.P.U. 91-68 (1991).

⁴³ We note that SETB acknowledges that based on its own review, Verizon is likely correct in its projection of the deficit pay off date (Tr. at 22).

to notify the Department and to submit verification of the total deficit recovered, including any offsets for residential directory assistance revenues, competitive local exchange carrier billing offsets and deficit recovery surcharge revenues, as well as the addition of under-depreciated capital expenditures and interest. If the Department determines that the date when the deficit is eliminated significantly impacts the level of the surcharge on a going-forward basis, the Department may, pursuant to 220 C.M.R. § 16.03(6), review and adjust the surcharge level at that time. In conclusion, we find SETB's deficit recovery expenses to be prudently incurred.

3. Summary

The Department determines that the expenses proposed in Revised Scenario 2 of DTE-RR-2 Supp. are, or will be, prudently incurred and therefore approves SETB's proposed E911 surcharge of \$0.99 per month to be applied to each residential and business voice grade line, effective January 1, 2007. Pursuant to G.L. c. 6A, § 18H ½, the \$0.99 surcharge shall remain in effect through December 31, 2007, at which time the enabling legislation expires.

All telecommunications carriers subject to the Department's jurisdiction shall provide notice to customers of the increase of the E911 surcharge from \$0.85 to \$0.99. This \$0.14 increase has been fully justified by SETB. Notice shall be provided through a bill insert, bill message, separate mailing, or similar means. Because requiring 30-days advance written notice to customers, as is usually required, could prohibit a January 1, 2007 effective date, the

Department hereby waives its 30 days advance written notice requirement. See Department of Telecommunications and Energy, Industry Letter (February 8, 2002).⁴⁴

IV. ORDER

Accordingly, after notice, hearing and consideration, it is hereby

ORDERED: That the revised surcharge level to recover expenses for the provision of wireline E911 services, disability access programs and for deficit recovery be established at \$0.99 per month, effective January 1, 2007; and it is

FURTHER ORDERED: That all telecommunications carriers operating in the Commonwealth of Massachusetts shall impose the revised surcharge on all wireline business and residential voice grade lines; and it is

⁴⁴ Additionally, we interpret 220 C.M.R. § 16.03(6) to require 120 days written notice to telecommunications carriers of an adjustment to the surcharge level to apply only in recalculation proceedings before the Department. Here, the Department established an interim surcharge level in D.T.E. 03-63 - Phase I based upon good-faith estimated data with the intent to establish the revised surcharge level after a thorough investigation of the costs of revenues in the second phase of that docket. See E911 Interim Surcharge Order at 17-18. In this proceeding, D.T.E. 06-4, which constitutes the second phase of D.T.E. 03-63, we establish the revised E911 surcharge level at \$0.99 for the first time based upon a thorough examination of the revenues and expenses to provision E911 services and complete our task begun in D.T.E. 03-63 - Phase I.

FURTHER ORDERED: That all parties shall comply with all other directives
contained in this Order.

By Order of the Department,

/s/
Judith F. Judson, Chairman

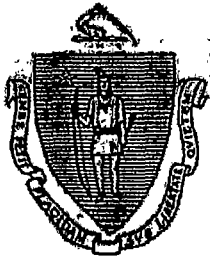
/s/
James Connelly, Commissioner

/s/
W. Robert Keating, Commissioner

/s/
Brian Paul Golden, Commissioner

/s/
Soo J. Kim, Commissioner

An appeal as to matters of law from any final decision, order or ruling of the Commission may be taken to the Supreme Judicial Court by an aggrieved party in interest by the filing of a written petition praying that the Order of the Commission be modified or set aside in whole or in part. Such petition for appeal shall be filed with the Secretary of the Commission within twenty days after the date of service of the decision, order or ruling of the Commission, or within such further time as the Commission may allow upon request filed prior to the expiration of twenty days after the date of service of said decision, order or ruling. Within ten days after such petition has been filed, the appealing party shall enter the appeal in the Supreme Judicial Court sitting in Suffolk County by filing a copy thereof with the Clerk of said Court. G.L. c. 25, § 5.



THE COMMONWEALTH OF MASSACHUSETTS

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

MITT ROMNEY
GOVERNOR

KEPPY HEALEY
ALTERNATE GOVERNOR

ONE SOUTH STATION
BOSTON, MA 02110
(617) 305-3500

JUDITH F. JUDSON
CHAIRMAN

JAMES CONNELLY
COMMISSIONER

W. ROBERT KEATING
COMMISSIONER

BRIAN PAUL GOLDEN
COMMISSIONER

SOO J. KIM
COMMISSIONER

*** INDUSTRY NOTICE ***

FROM: Michael Isenberg, Director, Telecommunications Division
TO: All Local Exchange Carriers Operating in Massachusetts
DATE: December 12, 2006
RE: Revised Wireline E911 Surcharge, effective January 1, 2007

On December 1, 2006, the Department of Telecommunications and Energy ("Department") issued its final Order in docket D.T.E. 06-4, Investigation by the Department of Telecommunications and Energy to establish a permanent surcharge to recover prudently incurred costs associated with the provision of wireline Enhanced 911 services, relay services for TDD/TTY users, communications equipment distribution for people with disabilities, and amplified handsets at pay telephones. A copy of the Order is available on the Department's website at <http://www.mass.gov/Eoca/docs/dte/telecom/06-4/12106dteord.pdf>. In the Order, the Department established a revised wireline Enhanced 911 ("E911") surcharge of \$0.99 per month. Order at 35. The revised \$0.99 surcharge shall be applied, by all local exchange carriers operating in the Commonwealth of Massachusetts, to each residential and business voice grade exchange line, effective January 1, 2007. Id. Each local exchange carrier shall then remit the surcharge revenues collected from its subscribers to the state treasurer for deposit in the Wireline E911 Fund established in G.L. c. 10, § 35W ½. See G.L. c. 6A, § 18H ½.

Additionally, the Department directed local exchange carriers to provide notice to its customers of the increase of the E911 surcharge from \$0.85 to \$0.99. Order at 35. The Department required that notice shall be provided through a bill insert, bill message, separate mailing, or similar means. Id. Please be advised that the Department waived its 30-day advance written notice requirement of rate increases to customers, because requiring such notice would have precluded a January 1, 2007

effective date. *Id.* at 35-36. Thus, notice of the increased surcharge can be made at *the same time the carrier implements the new surcharge.*

Each local exchange carrier ("LEC") must submit a letter verifying its compliance with the Department's Order in D.T.E. 06-4 by February 15, 2007. LECs shall submit their compliance letters and direct any questions to Stella Gnepp at the address above. She can also be reached by email at (stella.gnepp@state.ma.us) or by phone (617-305-3749).

Massachusetts Relay Performance Requirements and Measurements

required by the contract between Verizon and the Massachusetts Relay Provider, the Massachusetts Relay Administrator contracts with a team of impartial independent contract employees who act as call monitors, call evaluators and project leader, to complete 200 test calls per month through the Massachusetts Relay Center. The test team acts independently to design scripts for testing purposes. All Monitors include TTY Call Monitors and Voice Call Monitors. The Voice Call Monitor will use a telephone recording device to record the voice side of the call, which includes the Relay Operator and the Voice Call Monitor. The TTY Call Monitor will provide TTY printout, which includes the typed conversation from the TTY Call Monitor and the Relay Operator.

Typing Verbatim

The Test Call Evaluators will analyze the TTY printout and the tape-recorded conversation to identify all errors, omissions and inaccuracies **for the entire call**. For purposes of this requirement, verbatim is defined as any word omitted, changed, undecipherable and any misspelled proper names.

Verbatim does not include obvious typing errors such as readily recognized misspelled words, incorrect spacing or an operator's use of "xx" or "xxx" to correct an error. The calculation to determine typing verbatim is:

$$\frac{\text{Total Number of Words Typed Correctly}}{\text{Total Number of Words}} = \% \text{ Verbatim}$$

The percentage is rounded to the nearest tenth of a point. The overall standard for typing verbatim shall be 97%.

Typing Accuracy

The Test Call Evaluators will analyze the TTY printout and the tape-recorded conversation to identify all errors, omissions, typos and inaccuracies **for the entire call**. The calculation used to determine typing accuracy is:

$$\frac{\text{Total Number of Words Typed Correctly}}{\text{Total Number of Words}} = \% \text{ Accuracy}$$

The Percentage is rounded to the nearest tenth of a point. The overall standard for typing accuracy is 95%.

Error Correction

The Test Call Evaluator will analyze the TTY printout to identify all error corrections made by the operator during the entire call. The calculation used to determine the error correction rate is:

$$\frac{\text{Number of Corrections}}{\text{Total Words}} = \% \text{ Error Correction}$$

The percentage is rounded to the nearest tenth of a point. The error correction rate shall not exceed 2%.

Typing Speed

The Test Call Evaluators will analyze no more than two designated segment(s) per call utilizing the tape-recorded conversation and a stopwatch to calculate the Operator's typing speed by listening to the recording for when the Operator begins and stops typing the voiced conversation. Designated segments will consist of 150 – 450 keystrokes.

If the Test Call Evaluator cannot determine the start or end of the Operator's typing, the segment will not be included for typing speed. Typing Speed is calculated by (1) Total Number of Keystrokes and (2) Total Amount of Time (minutes and seconds).

$$\begin{aligned} \text{Typing Speed} &= \text{Total Number of Keystrokes divided by 5} \\ &= \text{Total Number of Words} \\ \text{Total Seconds divided by Total Number of Words} &= \text{Words Per Minute} \end{aligned}$$

The standard for typing speed shall be sixty (60) words or sixty-five (65) words per minute (dependent on length of employment of the operator handling the test call).

In analyzing the typing speed results, it is necessary to determine the ratio of experienced versus inexperienced Operators. The Call Monitors will track the Operator identification number on each test call. In addition, on the first day of every month, the Contractor will provide Verizon with a list of Operator Identification Numbers and length of service. This data will be used to calculate the percentage of experienced to inexperienced Operators for the testing period.

At the end of the test month the actual average typing speeds for experienced and inexperienced operators will be used to calculate the weighted average for the month.

The formula is as follows:

percentage of experienced operators x (actual average typing speed)
plus the
percentage of inexperienced operators x (actual average typing speed)
equals the overall weighted typing speed average for the month

Call Answer

Speed of answer by an operator prepared to place the relay call shall be measured from the Contractor's automated call distributor (ACD) report and should meet the requirement of 85% of all calls answered within 10 seconds on a daily basis.

Call Blockage

Operators are required to answer 97% of all calls within 30 seconds measured from the Contractor's automated call distributor (ACD) report with a blockage rate not to exceed one percent (1%) for each calendar month.

Massachusetts Quality Assurance Test Results
June 2002 – May 2003

| Criteria Measured | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
|--|-------------|-------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Number of Calls Evaluated | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| Number of Operators Surveyed | 95 | 103 | 96 | 92 | 96 | 108 | 119 | 105 | 107 | 103 | 98 | 100 |
| Number of Experienced Operators | 89 | 85 | 81 | 78 | 84 | 80 | 89 | 79 | 90 | 90 | 90 | 96 |
| Number of Inexperienced Operators | 6 | 18 | 15 | 14 | 12 | 28 | 30 | 26 | 17 | 13 | 8 | 4 |
| Overall Typing Accuracy | 93.8 | 92.6 | 93.2 | 91.1 | 91.8 | 92 | 92.1 | 91.3 | 92.6 | 92.8 | 93.4 | 93.3 |
| Overall Verbatim | 96.8 | 95.3 | 95.8 | 94.8 | 94.7 | 95 | 95.2 | 94.9 | 96.1 | 96.3 | 96.7 | 97 |
| Overall Weighted Typing Speed | 74.7 | 75.9 | 63.5 | 63.7 | 76.1 | 74.2 | 74.8 | 72.5 | 75.7 | 76.4 | 77 | 76 |
| Percent Typing Error Correction Rate | NA | 3.9 | 3.6 | 3.7 | 4.2 | 4.5 | 3.8 | 3.9 | 4.3 | 4.4 | 3.5 | 3.9 |
| Number of days ASA below 85 / 10 | 91.5 | 96.4 | 95.4 | 94.6 | 93.1 | 95.1 | 96.5 | 95.5 | 91.8 | 97 | 95.4 | 95.3 |
| Percent of Calls Answered within 30 seconds | 94.8 | 98 | 97.5 | 97 | 95.9 | 97.1 | 98 | 98 | 94.4 | 98.4 | 97.3 | 97.3 |
| Percent of Operators providing ID Number | 98.5 | 98.5 | 99.5 | 98.5 | 99 | 99 | 99 | 100 | 99 | 99.5 | 99.5 | 100 |
| Percent of Operators Asking Relay Familiarity | 99.4 | 100 | 100 | 100 | 100 | 99.4 | 99.4 | 100 | 99.4 | 100 | 100 | 100 |
| Percent of Operators Adhering to Answering Machine Protocol | 100 | 96.4 | 100 | 100 | 100 | 100 | 96.9 | 100 | 100 | 100 | 94.4 | 100 |
| Percent of operators meeting Accuracy and Typing Speed requirement | NA | NA | NA | NA | NA | 88 | 71.9 | 63.8 | 68.6 | 73.4 | 91.3 | 72.2 |

Massachusetts Quality Assurance Test Results
June 2003 – May 2004

| Criteria Measured | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
|---|-------------|-------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Number of Calls Evaluated | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| Number of Operators Surveyed | 95 | 86 | 93 | 97 | 97 | 95 | 92 | 91 | 86 | 81 | 83 | 82 |
| Number of Experienced Operators | 95 | 86 | 80 | 77 | 80 | 91 | 92 | 91 | 86 | 81 | 83 | 82 |
| Number of Inexperienced Operators | 0 | 0 | 13 | 20 | 17 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Overall Typing Accuracy | 93.1 | 90.9 | 92.8 | 92.3 | 91.3 | 94 | 94.1 | 93.9 | 94.3 | 94.7 | 94.7 | 94.5 |
| Overall Verbatim | 96.6 | 94.5 | 96 | 95.4 | 94.5 | 96.9 | 96.9 | 96.7 | 97.2 | 97.3 | 97.2 | 96.9 |
| Overall Weighted Typing Speed | 75.1 | 67.6 | 69.4 | 71.4 | 68.7 | 74 | 74.6 | 73.2 | 74.6 | 74.9 | 76.2 | 75.2 |
| Percent Typing Error Correction Rate | 4.2 | 1.2 | 1.0 | 1.1 | .9 | 1.0 | .8 | .9 | .8 | .9 | .9 | .7 |
| Number of days ASA below 85 / 10 * | 90.2 | 4 | 0 | 1 | 1 | 1 | 5 | 2 | 0 | 5 | 4 | 0 |
| Percent of Calls Answered within 30 seconds | 93.6 | 94.8 | 98.2 | 96.7 | 96.9 | 98 | 94.9 | 96.2 | 98.3 | 95.1 | 95.7 | 96.7 |
| Percent of Operators providing ID Number | 99 | 100 | 100 | 97.5 | 98.5 | 100 | 99.5 | 99.5 | 100 | 99 | 99 | 98 |
| Percent of Operators Asking Relay Familiarity | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of Operators Adhering to Answering Machine Protocol | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of operators meeting Accuracy and Typing requirement ** | 62.7 | 19 | 18.8 | 36.5 | 29.2 | 44.7 | 39.1 | 36.9 | 46.2 | 23.8 | 51.5 | 53.3 |

new contract effective 7/1/03.

- * Number of days ASA below 85/10 changed from monthly average to days missed.
- ** Accuracy requirement changed from 90% to 95%

Massachusetts Quality Assurance Test Results
June 2004 – May 2005

| Criteria Measured | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
|--|-------------|-------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Number of Calls Evaluated | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| Number of Operators Surveyed | 82 | 87 | 90 | 81 | 79 | 86 | 78 | 84 | 79 | 78 | 80 | 77 |
| Number of Experienced Operators | 74 | 74 | 79 | 72 | 73 | 71 | 62 | 70 | 70 | 78 | 80 | 77 |
| Number of Inexperienced Operators | 8 | 13 | 11 | 9 | 6 | 15 | 16 | 14 | 9 | 0 | NA | 0 |
| Overall Typing Accuracy | 93.1 | 92.7 | 92.8 | 93.9 | 93.4 | 93.9 | 92.7 | 92.7 | 94 | 94.3 | 95.0 | 95.2 |
| Overall Verbatim | 95.9 | 95.6 | 95.8 | 96.4 | 96.2 | 96.8 | 95.8 | 96 | 97 | 97.2 | 97.6 | 97.8 |
| Overall Weighted Typing Speed | 71.7 | 68.5 | 71.1 | 72.7 | 75.2 | 71.3 | 67 | 71.7 | 74 | 71.4 | 72.0 | 74.2 |
| Percent Typing Error Correction Rate | .9 | .9 | .7 | .9 | .7 | .9 | 1.0 | .7 | .8 | .8 | 1.0 | .8 |
| Number of days ASA below 85 / 10 | 2 | 1 | 0 | 2 | 6 | 0 | 1 | 2 | 0 | 0 | 0 | 1 |
| Percent of Calls Answered within 30 seconds | 95.7 | 97.9 | 96.8 | 94.6 | 95.3 | 99.6 | 98.7 | 97.7 | 98.2 | 98.5 | 99 | 98.1 |
| Percent of Operators providing ID Number | 96.5 | 95.5 | 98 | 95.5 | 97 | 97.5 | 96 | 95 | 98.5 | 97.5 | 98 | 95.5 |
| Percent of Operators Asking Relay Familiarity | 100 | 100 | 100 | 100 | 100 | 99.4 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of Operators Adhering to Answering Machine Protocol | 96.6 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of operators meeting Accuracy and Typing speed requirement | 30.5 | 24.3 | 39.8 | 45.6 | 41.3 | 41.2 | 37.2 | 50 | 36.2 | 35.7 | 51.0 | 53 |

Massachusetts Quality Assurance Test Results
June 2005 – May 2006

| Criteria Measured | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
|--|-------------|-------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Number of Calls Evaluated | 200 | 200 | 200 | 200 | 200 | 200 | 197 | 200 | 200 | 200 | 200 | 200 |
| Number of Operators Surveyed | 69 | 68 | 62 | 69 | 71 | 69 | 70 | 74 | 72 | 71 | 69 | 70 |
| Number of Experienced Operators | 69 | 68 | 62 | 65 | 61 | 56 | 55 | 59 | 65 | 66 | 69 | 68 |
| Number of Inexperienced Operators | 0 | 0 | 0 | 4 | 10 | 13 | 15 | 15 | 7 | 5 | 0 | 2 |
| Overall Typing Accuracy | 94.8 | 94.9 | 94.9 | 93.3 | 92.8 | 93.2 | 90.3 | 92.7 | 94.1 | 92.9 | 94.3 | 93.6 |
| Overall Verbatim | 97.8 | 97.6 | 97.7 | 96.4 | 96.1 | 96.4 | 93.5 | 95.7 | 97 | 96.2 | 97.2 | 96.7 |
| Overall Weighted Typing Speed | 76 | 70.3 | 76.0 | 71.7 | 71.8 | 72.4 | 71.1 | 73.8 | 73.7 | 76.9 | 77.2 | 80.4 |
| Percent Typing Error Correction Rate | .9 | .8 | .9 | 1.0 | 1.0 | 1.1 | .9 | 1.0 | 1.0 | .9 | 1.0 | .8 |
| Number of days ASA below 85 / 10 | 1 | 6 | 9 | 3 | 5 | 1 | 1 | 5 | 1 | 3 | 1 | 1 |
| Percent of Calls Answered within 30 seconds | 98.1 | 94.1 | 92.9 | 96.1 | 95.3 | 97.3 | 97.3 | 97.5 | 97.5 | 96 | 96.8 | 97 |
| Percent of Operators providing ID Number | 96 | 97 | 97.5 | 97.5 | 97.5 | 96.5 | 100 | 96.5 | 98 | 96.5 | 98.5 | 96.5 |
| Percent of Operators Asking Relay Familiarity | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of Operators Adhering to Answering Machine Protocol | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percent of operators meeting Accuracy and Typing speed requirement | 45.8 | 44.6 | 48.3 | 40.5 | 31.6 | 57.1 | 36.0 | 35.5 | 46.2 | 34.9 | 45.4 | 43.4 |

Massachusetts Quality Assurance Test Results
June 2006 – May 2007

| Criteria Measured | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
|--|------|------|------|------|------|------|------|------|------|------|------|------|
| Number of Calls Evaluated | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| Number of Operators Surveyed | 65 | 69 | 58 | 60 | 62 | 66 | 69 | 59 | 62 | 62 | 59 | 59 |
| Number of Experienced Operators | 60 | 59 | 51 | 56 | 55 | 54 | 60 | 51 | 56 | 54 | 54 | 56 |
| Number of Inexperienced Operators | 5 | 10 | 7 | 4 | 7 | 12 | 9 | 8 | 6 | 8 | 5 | 3 |
| Overall Typing Accuracy | 93.9 | 94.4 | 94 | 92.2 | 93.1 | 94.1 | 94.8 | 94.5 | 94.4 | 91.3 | 93.4 | 92.9 |
| Overall Verbatim | 96.6 | 96.9 | 96.9 | 95.6 | 95.9 | 96.8 | 97.2 | 97.4 | 97.2 | 94.3 | 96.4 | 96.0 |
| Overall Weighted Typing Speed | 76.2 | 76.9 | 76.3 | 72.5 | 73.6 | 73.3 | 75.3 | 71.2 | 75.6 | 75.3 | 74.4 | 74.4 |
| Percent Typing Error Correction Rate | .9 | .7 | .8 | .8 | 1.0 | .8 | .9 | .8 | .7 | .7 | .7 | .7 |
| Number of days ASA below 85 / 10 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 5 | 4 | 5 | 3 |
| Percent of Calls Answered within 30 seconds | 97 | 96.1 | 95.2 | 97.5 | 96.7 | 98.5 | 97.4 | 97.3 | 93.9 | 95.4 | 94.5 | 94.1 |
| Percent of Operators providing ID Number | 94.5 | 95.5 | 94 | 94 | 93 | 87.5 | 96.5 | 91 | 97.5 | 94 | 90 | 98 |
| Percent of Operators Asking Relay Familiarity | 100 | 91.2 | 87.6 | 84.8 | 80.3 | 85.1 | 82.6 | 84.5 | 87.6 | 79.3 | 88.5 | 79.3 |
| Percent of Operators Adhering to Answering Machine Protocol | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 96.6 | 100 | 100 | 100 |
| Percent of operators meeting Accuracy and Typing speed requirement | 44.8 | 53.3 | 43.9 | 37.1 | 41.2 | 45.9 | 53.4 | 52.6 | 48.7 | 35.3 | 38.5 | 32.6 |

STAVROS NEWS

Volume 2, Issue 1

Spring 2007

Stavros, Advocates Fight PVRTA

Looking for ways to save money, last fall the Pioneer Valley Transit Authority (PVRTA) went out and found a big national outfit to run its paratransit service for persons with disabilities and elders. There was one big problem: MV Transportation couldn't do the job. They didn't know how to schedule rides; they couldn't handle complaints; and many of the new drivers they hired (most of the old ones quit) didn't know where they were going.

Late in October Stavros, the Northampton Council on Disabilities, and the Disability Law Center organized a public meeting in Northampton. Dozens of people spoke and told one horror story after another about poor services from MV: many people waited for hours to get picked up, while others who needed urgent medical care never got picked up at all.

PVRTA and MV promised us that things would change. But a few months went by and the services never really improved. Pick-ups would be two hours early or an hour late, more and more riders reported harassment by drivers, and lots of people just stopped using the PVRTA vans. After another public meeting in Northampton in March, a few letters to the editor published in the *Republican* and the *Daily Hampshire Gazette*, and the tragic death of a paratransit rider who was left at the wrong address in the wrong town, public opinion came down hard against the PVRTA. On April 9, in a room filled with angry persons with disabilities, PVRTA Administrator Mary MacInnes announced that MV was losing the paratransit contract.

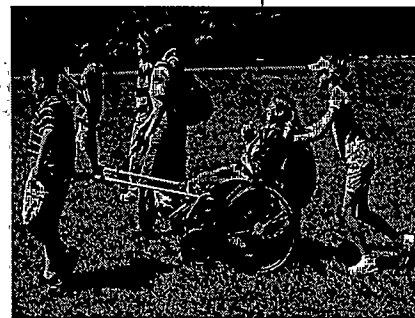
We still have a long way to go, but now the people at PVRTA and local and state officials know that persons with disabilities and elders won't be quiet ever again. We will keep demanding on-time and responsive van services and respectful drivers – and we won't stop until we get them!

Remember – if you use the PVRTA paratransit service and you have a complaint, be sure and call 1-877-779-7882 and let them know about it!

Go take a hike!!

Come join Stavros and DCR's Universal Access Program for accessible fun that gets you outside and enjoying nature. We offer activities designed for people with disabilities. Programs happen all year long in parks across the state with something for everyone--kayaking, bird-watching, biking, camping, skating, skiing, horseback riding, walks and more.

Join one of our walking programs on flat paved trails or stroll through the woods. Try one of our comfortable wheelchairs designed for the woods. We provide all the equipment, fun and help with transfers and pulling you if needed. We'll enjoy a picnic together and activities such as a scavenger hunt, bird watching and making music. The day is relaxed with short or long walks depending on what you want to do.



Let's talk business.

You can't ignore HALF A MILLION Deaf and hard of hearing buyers who want to give you their business.

Learn more at: www.massrelay.com



MassRelay
Let's talk.

www.integbuild.com
info@integbuild.com

INTEGRITY

DEVELOPMENT & CONSTRUCTION, INC.

join in



Telephone equipment for people with disabilities to communicate freely.

www.massedp.com

Cedar Falls

Construction Service, LLC

Richard A. Rivet
536-8544



Take A hike! continues...

Come try kayaking on a calm and beautiful pond. We can take you for a ride in a two person kayak or you can go alone. We have custom seats for you to be comfortable and stable. Join us Mondays and Wednesdays in July at D.A.R. Forest in Goshen. Transportation can be provided.

Accessible bathrooms on-site. Great for families, groups or come alone and make friends. This is a great way to exercise while having fun, meeting new people and learning new things. Call to schedule a walk near Springfield, Amherst and Greenfield on May 24, June 9, July 12, July 19, July 26, August 16, September 16, September 28, October 6, October 18, October 25. Call for a newsletter and sign up for some fun for you and your family and friends. For more info, check:

www.mass.gov/dcr/universal_access

Brenda Kennedy 413-259-0009

STAVROS WELCOMES NEW VOLUNTEER SURROGATES !

Stavros is pleased to announce the addition of Richard Matte of Chicopee and Theresa Eckart of Ludlow to our surrogate team. Our volunteer surrogates assist consumers with management of their PCA Programs, when they are unable to do this on their own. Some of our volunteers have been assisting consumers for 10 and 11 years. (We ask for a 9 month commitment) They are matched with consumers who are unable to identify a surrogate, and would otherwise be unable to access the PCA Program or leave an institution. Special thanks to all our volunteer surrogates, who will be honored at a recognition in May.

We have consumers all over the Three County area who are waiting for surrogates. We need your help. If you are managing your own PCA Program and would like to use your skills to help another consumer, or if you are already helping a family member or friend, and would like to help someone else please call Sandy Miliefsky, Surrogate Program Coordinator at the Springfield Office - 781-555, ext. 350.

ADA CELEBRATION! Coming in JULY...

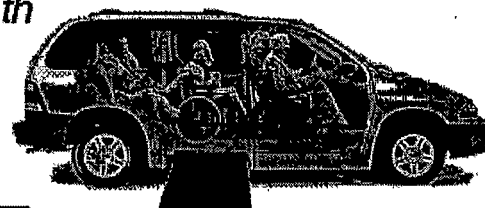
Check the Web site for details, www.stavros.org

Wheelchairs in MOTION

The only name you need to know because you've got places to go.

Accessible Van Rentals, Leasing & Sales

*Whether you need an Accessible Van
for a day, week, month
or longer*



Call Richard Spencer Sales at 1-800-955-9949 • 1-413-245-9949

Rte. 20, P.O. Box 38, • Brimfield, MA 01010

<http://www.motionautomotive.com>

Lifts • Ramps • Hand Controls • Van Conversions • Sales and Service

STAVROS CENTER FOR INDEPENDENT LIVING

262 Cottage Street
Springfield, Ma 01104

1-800-804-1899

Non Profit Org.
U.S. Postage
PAID
Springfield, MA
Permit No. 00058

Life is What you make of it!

You can donate on line at
www.stavros.org



THANK YOU TO OUR DONORS

Maggie Acevedo • Maria Adón • Darleen E. Agayoff • Caroline Almquist • Mark Altman • Aida L. Aponte • Helen M. Cary •
Adelaida Baez • Ruth Bernestein • Barbara Bruer • Florence Cady • Flor Carrasquillo • Lucy Fernandez • Gail Curley • Karla Keyes
Alicia Correa • José I. Correa • Arnold Acosta • Walter Cotton • Thomas J. Craven • Johnny Colón-Cintrón • Doris K. DeLevo & Fam.
John J. Crowley • Ana Cruz • Rosa Cruz • Marrisa Lucia- Davis • Linda A. DiSanti & Fam. • Juana De Jesus • Cruzita De la Rosa •
Lee P. Dean • Angel DelValle • Brendan Doherty • Eileen Donoghue • Beth Donovan • Ana E. Dela Rosa Colón • Luz Ortiz
Phillip Frappier • Edward Garcia • Yarah Garcia • David Garrafa • Gilberto Del Valle • Mr. & Mrs. Dorval Giguere • Kathleen M. Garron
Samuel González • Matilde González • Luis E. Guillen • Joseph E. Gosselin • John Haczynski • Verónica Monica Harris • Eunice K. Hannigan
Alexander Kotrotsos • Mari Lake • Carmen Hernandez • Linda Mock • Marisol León • Felix Leybousky • Edith Lugo Torres • Luz Marcial
Isaac Machuca • Benita Martínez • Thomas McCarthy • Timothy McCarthy • Kathleen A. Konopka • Edmund M. Keyes • Edwin L. Moore
Helen Mendrala • Zoraida Mercado • Novella Morrison • Reinaldo Nieves • America Ortiz • Marcelino Otero • Charles Panagopoulos
Pauline Parker • William Person • Allan Phillips • Megan M. Phillips • Nicolasa Ramos • Peter Ramos • Silvina Richards • Karen K. Murphy
William Rivera • Nicolasa Rodriguez • Mercedes Román • Daniela Santana • Carmen M. Santiago • Luis A. Segarra • Joseph Serrano
Johnathan Sherrill • Olga Shvetsova • Jean C. Slattery • Maria A. Soto • Felisha Syrett • Stacey Teasley • Rocco Terriaca • Ruth V. Terrell
Deborah M. Tetreault • Donald Trudeau • Marcin B. Urbanek • Blanca Valdez • Steven Vanegas • Antonio Vega • Kathleen M. Riordan
Tomas Vega-Martínez • James C. Voltz • Ida Wallace • William McCarthy • Glenn Hartmann • Marion C. Wysocki • Debra M. Roskuski
Locardia E. Patnaude • Kathy McCord • Jennifer R. Gallant • Peter Jessup • Martha Richards • Richard Rivet • Deborah Schifter • Lisa Dube
Mary Wynne • Richard Spencer • Mr. & Mrs. Amado Alicea • Juana Almenas Rodriguez • Carol A. Gamache • Patricia Greaney • Carmen
Sanchez • Israel Tapia • Vianela Santiago • Mr. & Mrs. Woods • Nancy Minton • Iris Perez • Alberto Cruz • Beatriz Rodriguez • Deanna
Murda • Mike Nagy • Jose D. Rodriguez • Mary Leavy • Bonny Lheureux • Benita Martinez • William Martineau & Fam. • Colleen A.
Gusmano • Florence Harris • Nancy M. Holmes • Alexander Kurty • Danielle Bauman • Isabelle M. Callahan • Harold Mosher • Larry F.
Giard • Chuol Le • Angela Rodriguez-Baez • Dorothy O'Connell • Mr. & Mrs. Ralph Kenyon • Kenneth E. Taylor • Special thanks to the family
members of Dorothy H. Keyes & Kathleen Riordan for their contributions in their memory. Our condolences go to their families.